

Vero's dedicated Earthquake Claims and Loss Adjusting teams

After the Canterbury earthquakes, Vero created dedicated claims and loss adjusting teams to manage all earthquake related claims. We wanted to have a focussed approach to working with earthquake claimants while ensuring that priority was also given to our business as usual claims.

What started as a small virtual claims team has grown significantly into a team of almost 50, lead by our recently appointed **Claims Operations Manager, Earthquake - Lisa Tyrrell**. Lisa reports to **Roy Duffy, NZ Claims Manager**.

Complementing this dedicated claims team is an in-house domestic loss adjusting earthquake team, the size of which will fluctuate according to demand. **Kevin Plumridge, Earthquake Loss Adjusting Manager** will lead this team while reporting to **Steve Newman, Claims Specialist Services Manager**.

The creation of these two earthquake-dedicated teams has allowed the remaining claims staff and loss adjusters to focus on business as usual duties.

These teams will also work closely with our rebuild partners - MWH Mainzeal who will be contacting your customers to keep them updated on the operational progress of their repairs or rebuilds.

The Canterbury earthquakes have created some unique considerations. The huge scale of this event and the massive resources needed to address the multiple issues requires us to continually look for ways to improve our processes and ways of working but some delays are inevitable given the unprecedented scale of the damage resulting from these earthquakes and the response required. We appreciate your patience and understanding as we continue to align our business to best support you and your customers.